

HELP PUT AN END TO HEALTHCARE FRAUD & SCAMS



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SIGN Up To BECOME AN SMP VOLUNTEER

Senior Medicare Patrol volunteers are extraordinary individuals who provide counseling to seniors who may have become victims of scams or healthcare fraud.

SMP volunteers also help seniors and disabled identify risks and learn how to protect themselves before any fraud or abuse can occur.

To start volunteering today contact:

Senior Medicare Patrol at 208-459-0063



SMP Volunteer Roles: Volunteer Role Classifications

Idaho SMP is supported by four classifications of roles.

- Assisting with administration/clerical: This role involves such work as copying, filing, data entry, and placing outbound phone calls in support of SMP activity
- Outreach-related roles: Volunteers in these roles work to spread awareness of the SMP program. Each of these roles has its own role description.
 - Making group presentations: This role involves giving substantive presentations to audiences on SMP topics to small and large groups, with the opportunity for interaction with the audience during time set aside for Q & A.
 - Staffing exhibits and events: This role involves staffing information kiosks or exhibits at events such as health fairs. Volunteers provide general information about SMP to the public and answer simple inquiries.
 - Distributing information: This role involves transporting and disseminating SMP information materials to sites and events, and may include presenting prepared copy or performing scripted activities for small groups. Volunteers who work in this role do not engage in discussions about personal information or situations.
- Counseling: This role involves direct discussion with beneficiaries about their individual situations and may include review of personal information such as Medicare Summary Notices, billing statements and other related financial and health documents.
- Handling complex issues and referrals: This role involves in-depth interactions with beneficiaries who are reporting specific instances of health care fraud, error, and abuse. Volunteers who serve in this role may act on behalf of a beneficiary to correct an error or refer suspected fraud and abuse to appropriate authorities.

The SMP considers four roles- making group presentations, staffing exhibits, counseling, and handling complex issues and referrals-to be "positions of trust." This means that the roles involve access to beneficiaries or other vulnerable people, personal or confidential information, or to money or other valuables. The four positions of trust are subject to more rigorous screening procedures than the roles involving administration and information distribution. If you decide to transfer from one role to another, please keep in mind that you may be required to undergo a more intensive screening process to qualify for placement in the new role.

Volunteers with Disabilities: The SMP program values the service of volunteers with disabilities. When requested, the program will make reasonable accommodation to meet the special needs of volunteers with disabilities.